

GLOBAL CONNECTION INC. OF AMERICA  
Legal Department  
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Norcross, GA 30093  
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239761

GLOBAL CONNECTION INC. OF AMERICA

2000-149-C

October 9, 2012

Mr. David Lacoste  
Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210

Subject: Global Connection Inc. of America  
F/K/A Global Connection of South Carolina, Inc.  
**3rd** Quarter Service Quality Report **2012**  
Pursuant to R.103-614, 618, 619, 661 & 663

Dear Mr. Lacoste:

Enclosed with this letter is the original Monthly Service Quality Report for Global Connection of South Carolina, Inc. for the quarter ending **September 30, 2012** as required by the Commission pursuant to Rule 103-614, 618, 619, 661 & 663.

If you should require additional information or if you should have any questions regarding the enclosed report, please feel free to contact me as indicated above.

Very truly yours,

*Angela Briggs*

Angela Briggs  
Paralegal

/acb  
Enclosure

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A Communications Company

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## SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS  
3rd Quarter Results  
Jul, Aug, Sep 2012

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 3rd Quarter / 2012

Month:	<u>July</u>	<u>August</u>	<u>September</u>
Number of customer Access Lines	<u>3,152</u>	<u>3,123</u>	<u>3,064</u>
	<u>153</u>	<u>151</u>	<u>124</u>
Trouble Report / Access Line (%)	<u>4.85%</u>	<u>4.84%</u>	<u>4.05%</u>
Customer Out of Service Clearing Times (%)	<u>90%</u>	<u>89%</u>	<u>91%</u>
New Installs Completed within 5 Days (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations \_\_\_\_\_

Person Making Report / Contact Information Issa Elkhoury

Phone (678) 741-6444

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